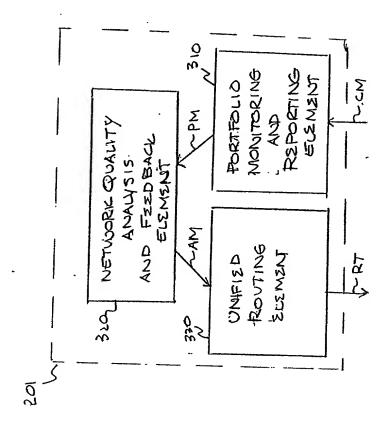


下16,2



COLLECTING CALL
METRICS

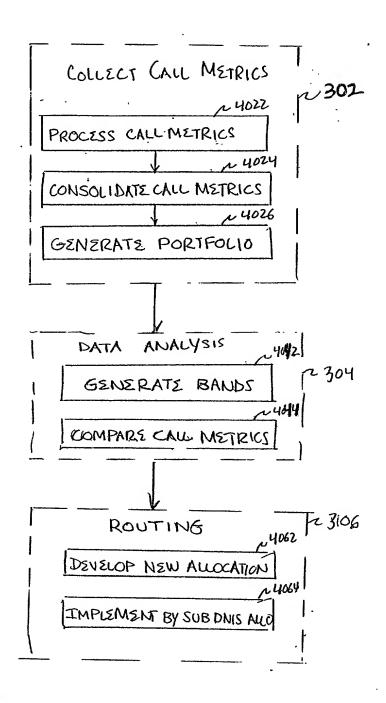
~ 304

DATA ANALYSIS

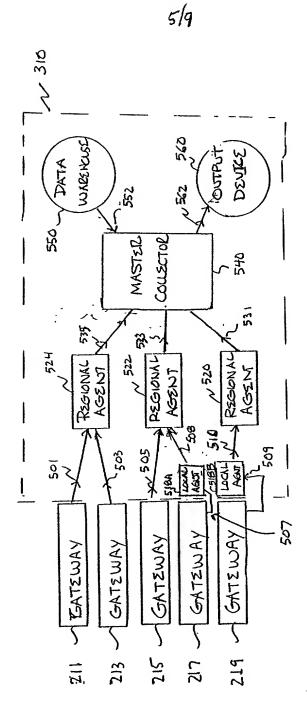
CALL ROUTING

. FIG. 3A

F16, 3B



F16.4



F1G. 6

707

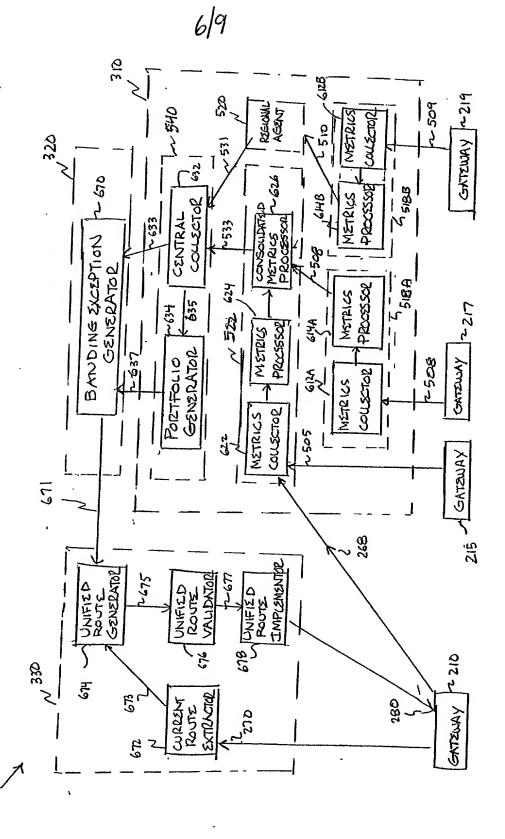


FIG. 7

